



Office of Human Capital
Management

CAREER OPPORTUNITY

LOAN SERVICING ASSISTANT

GS-1101-5/6/7

(MULTIPLE POSITIONS)

TERM APPOINTMENT NTE FOUR YEARS

ANNOUNCEMENT NO: 04H-884-CA

OPENING DATE: 07-14-04

CLOSING DATE: 07-21-04

(Must be received by C.O.B. 5:00 pm E.S.T.)

POSITION: Loan Servicing Assistant, GS-1101-5/6/7 (Multiple positions)
(Full performance level is GS-7)

SALARY: GS-05 - \$28,902 to \$37,578 per annum (includes locality pay)
GS-06 - \$32,217 to \$41,887 per annum (includes locality pay)
GS-07 - \$35,800 to \$46,540 per annum (includes locality pay)

LOCATION: U.S. Small Business Administration, Office of Capital Access, Office of Financial Assistance, Santa Ana Disaster Home Loan Servicing and Loan Resolution Center, Santa Ana, California

AREA OF CONSIDERATION: All Recruiting Sources – Any U.S. Citizen.

COMPETITIVE STATUS REQUIRED: Competitive status is not required. U.S. citizenship is required.

RELOCATION EXPENSES WILL NOT BE PAID.

THIS IS A TERM APPOINTMENT WITH A TOTAL LIMIT OF FOUR YEARS. THE INITIAL APPOINTMENT WILL BE NOT TO EXCEED TWO YEARS. THE AGENCY MAY EXTEND THE APPOINTMENT UP TO THE FOUR YEAR LIMIT.

THIS POSITION IS DISASTER LOAN FUNDED

DUTIES AND RESPONSIBILITIES: The incumbent serves as Loan Servicing Assistant in the Home and Liquidation Center function of the Santa Ana Loan Servicing and Liquidation Office. The incumbent is responsible for servicing and collection of Disaster Loans, for servicing requests, including loan and collateral actions on Disaster Loans assigned to the Liquidation Department. The incumbent assists in collection efforts on past due accounts of a chronologically delinquent or particularly difficult nature. This last function is the key element of the job and is accomplished through maintenance of client account status, delinquencies, issuance of appropriate letters, collection telephone calls. The incumbent provides technical guidance and assistance to other Loan Servicing Assistant's performing a lower level of work. The incumbent accomplishes thorough financial analysis and recommendation for approval /disapproval of borrower requests for deferments, extensions of maturity dates, and reductions in payments, subordination, exchanges of collateral, assumptions and requests for demand. **RELOCATION EXPENSES WILL NOT BE PAID.**

QUALIFICATION REQUIREMENTS: The following is an excerpt from the Office of Personnel Management's Qualification Standards Handbook for General Schedule Positions. These standards are available in all Human Resources office for review. Applicants must have one year of specialized experience that equipped the applicant

Any individual eligible for consideration under the Interagency Career Transition Assistance Plan for Displaced Employees or under special hiring authorities, e.g., handicapped, VRA, etc., should indicate on their application if they are applying under a special program and submit proof of eligibility with their application.

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with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level. Applicants who have the 1 year of appropriate specialized experience are not required by this standard to have general experience, education above the high school level, or any additional specialized experience to meet the minimum qualification requirements. Specialized experience must have been at least equivalent to the next lower grade level in the Federal service. Experience may have been gained in the public or private sectors. Time-in-grade requirements applies to applicants considered under merit promotion procedures. Applicants must meet time-in-grade requirements within 45 days of the closing date of this announcement.

QUALITY RANKING FACTORS (QRF) USED IN THE RATING PROCESS: Applicants who meet the minimum qualification requirements will be ranked on the following quality ranking factors. Your ranking will be used to determine if you will be referred to the selecting official. To receive full consideration for your experience and/or education, it is strongly recommended that you submit a narrative statement, separate from your resume or application form, addressing each of the factors listed below. Be specific; the factors must be addressed individually and your narrative may not exceed three pages in total. If you are found qualified, this information will be heavily relied upon in the ranking process. Please provide information in the following order:

1. Knowledge of financial and credit factors related to consumer and business practices.
2. Skill in applying a set of financial rules, regulations, and guidelines.
3. Skill in effective oral communication for the purpose of eliciting and disseminating information.
4. Skill in written communication.

APPLICATION REQUIREMENTS:

You may use any written format you choose to apply for this position. However, your application or resume must include all of the items listed in Optional Form (OF) 612, Optional Application for Federal Employment (available at <http://www.opm.gov/forms/html/of.htm#of612>). Only your application or resume will be used to determine if you meet the minimum qualifications for the job and the grade level(s) for which you are qualified. If your application or resume does not include the required information, you may lose consideration for the job. You should also submit:

- You must submit a supplemental statement that addresses all the quality ranking factors described above. The factors must be addressed individually. **The statement should not exceed three pages in total.** If the supplemental statement exceeds three pages, only the first three pages will be considered in the evaluation process.
- If you claim 5-point veteran preference, submit your DD Form 214, Certificate of Release or Discharge from Active Duty. If you claim 10-point veteran preference, submit a SF 15, Application for 10-Point Veteran Preference and proof required by that form. The SF 15 is available at <http://www.opm.gov/forms/html/sf/html>.
- Veteran preference eligibles and veterans honorably separated from the armed forces after substantially completing 3 years or more of continuous service may apply. You must indicate on your application or resume that you are eligible under the Veterans Employment Opportunity Act, as amended, and include proof of your veteran's preference or military service.

Only material required by this announcement will be used to rate your application.

If you are applying for special selection priority under SBA's Career Transition Assistance Plan (open to surplus SBA employees only) or the Interagency Career Transition Assistance Program (see <http://www.opm.gov/ctap/html/egct.htm#ICTAP> for eligibility requirements), you must submit one of the following as proof of your eligibility: reduction-in-force (RIF) separation notice; Notification of Personnel Action (SF 50) showing separation by RIF or removal for declining a directed reassignment or transfer of function outside the local commuting area; certificate of expected separation or other notice that you are a surplus employee or eligible for discontinued service retirement; notice from a Federal agency that your injury compensation has been or is being

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terminated and that it cannot place you; notice from the Office of Personnel Management terminating your disability annuity; or notice from the military or National Guard that you retired under 5 USC 8337(h) or 8456.

If you are eligible for special selection priority based on RIF, declining a directed reassignment or transfer of function outside the commuting area, retiring on the effective date of a RIF or retiring under the discontinued service retirement option, you must also submit a copy of a Notification of Personnel Action (SF 50) which shows the promotion potential of the career or career-conditional position from which you have been or will be separated and a copy of your last performance rating of record.

If you are applying for special selection priority under the Federal Employment Priority Consideration Program for Displaced Employees in the District of Columbia Department of Corrections or Interagency Career Transition Assistance for Displaced Panama Canal Zone Employees, you must submit a copy of your RIF separation notice.

To be found well-qualified for special selection priority by the Small Business Administration, you must meet the minimum qualification requirements for the position, including any selective factors, and receive at least two-thirds of the total possible points for the quality ranking factors (knowledge, skills and abilities).

If you wish to be considered under a special appointing authority (e.g., disabled, Veterans Employment Opportunity Act, etc.) you must indicate on your application or resume the authority under which you are applying and include proof of your eligibility.

OTHER PERTINENT INFORMATION: PAYMENT OF RELOCATION EXPENSES IS NOT AUTHORIZED.

The U.S. Small Business Administration provides reasonable accommodation to job applicants and employees with disabilities unless the accommodation would impose an undue hardship on the agency. If you need a reasonable accommodation for any part of the application and hiring process, please contact Pat Boyd at 202-205-6085 (telephone) or 202-205-6172 (fax) or Patricia.Boyd@sba.gov (email). If you are hearing impaired, you may call the Federal Information Relay Service at 1-800-877-8339 for assistance in contacting the person named above. Decisions for granting reasonable accommodations are made on a case-by-case basis.

If you are a male born after December 31, 1959, you must have registered with the Selective Service System (or have an exemption) to be eligible for a Federal job.

Your application contains information subject to the Privacy Act (PL 93-579, 5USC 55A). The information is used to determine qualifications or employment and is authorized under Title 5 of the United States Code Sections 3302 and 3361.

An employee selected from a competitive register must serve a one-year trial period.

If selected, you will be required to provide documents proving that you are eligible to work in the U.S.

NOTE: Only material required by this announcement will be used to rate your applications. Your application will **not** be returned to you.

HOW TO APPLY: APPLICANTS HAVE SEVERAL OPTIONS IN APPLYING FOR THIS POSITION:

1. Applicants are strongly encouraged to apply for this position by E-mail: Christine.Anderson@sba.gov OR by Fax on 202-481-0787. Be sure to include your name and the vacancy announcement number of your correspondence. Illegible applications will not be considered, nor will you be contact to submit another application.

Any individual eligible for consideration under the Interagency Career Transition Assistance Plan for Displaced Employees or under special hiring authorities, e.g., handicapped, VRA, etc., should indicate on their application if they are applying under a special program and submit proof of eligibility with their application.

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2. You may mail your application to the following address: Small Business Administration, 409 Third Street SW, Suite 4200, Office of Human Capital Management, Personnel Services Division, Washington, DC 20416, ATTN: Christine Anderson (04H-884-CA). All applications must be received by the closing date in order to receive consideration.
3. You may submit your application in person at the address above.

The use of U.S. Government postage-paid envelopes for the filing of job applications is a violation of the Office of Personnel Management and Postal Service regulations. Penalties include fines of up to \$300 and/or disciplinary action under SBA regulations.

Personally delivered, e-mailed or faxed applications must be received by close of business on the closing date of the announcement. We are not responsible for errors in fax or e-mail, therefore, it is recommended that you call or email to verify that your application has been received on or prior to the closing date.

APPLICANTS WILL BE EVALUATED ON THE FOLLOWING:

If you meet the minimum qualification requirements, you will be evaluated on:

Quality Ranking Factors (all applicants)

Training completed in the last 5 years (for merit promotion only)

Awards received in the last 3 years (for merit promotion only)

Performance rating of record dated within 1 year of vacancy announcement closing date (for merit promotion only)

Veteran preference (for competitive examining only)

All qualified applicants will receive appropriate consideration without regard to non-merit factors such as race, color, religion, national origin, sex, sexual orientation, marital status, age, disability, political affiliation, or any other characteristics not bearing on job performance.

For additional information or forms contact Christine Anderson on 202-205-1561.

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